

Office of State Procurement  
State of Louisiana  
Division of Administration

**JOHN BEL EDWARDS**  
Governor



**JAY DARDENNE**  
Commissioner of Administration

**ADDENDUM No. 7**  
**October 13, 2016**

Your reference is directed to File No. WLF30, Solicitation No. 3000006225 scheduled to be opened at 10:00 A.M. CT on October 27, 2016 for Integrated Electronic Licensing System for Hunting and Fishing from the Louisiana Office of Technology Services on behalf of the Louisiana Department of Wildlife and Fisheries.

**The following changes are to be made to the referenced solicitation:**

**Refer to RFP page 39, Section 2.4.3 (C) Training, Last Sentence:**

**Currently reads:** License vendors and LDWF licensing staff shall be trained one-on one via phone and/or online to use POS terminals.

**Changed to read:** License vendors and LDWF licensing staff shall be trained one-on-one via phone. Online materials shall also be available to use POS terminals training.

**Refer to RFP page 46, Section 2.5 Location:**

**Currently reads:** The Contractor, its Data Center and Infrastructure shall not be located outside of the United States. The location(s) the work/delivery/service is to be performed, completed and managed shall be located throughout the State of Louisiana.

**Add:** Critical meetings and major milestones (Go-Live, Pilot, etc.) shall be on-site in Louisiana. The Contractor can utilize its out-of-state development and engineering staff. The help desk can be located outside Louisiana, but not outside the United States.

**Written inquiries received and State answers are attached.**

This addendum is hereby officially made a part of the referenced proposal.

**ACKNOWLEDGMENT:** If you have already submitted your proposal and this Addendum does not cause you to revise your proposal, you should acknowledge receipt of this Addendum by identifying your business name and by signing where indicated. You may return this Acknowledgment by mail to: Office of State Procurement, P.O. Box 94095, Baton Rouge, LA 70804-9095, by hand delivery or courier to: Office of State Procurement, 1201 N. Third Street, Claiborne Building, Suite 2-160, Baton Rouge, LA 70802, or by fax to: (225) 342-9756. The State reserves the right to request a completed Acknowledgement at any time. Failure to execute an Acknowledgment shall not relieve the Proposer from complying with the terms of its proposal.

Addendum Acknowledged/No changes:

For: \_\_\_\_\_ By: \_\_\_\_\_

**REVISION:** If you have already submitted your proposal and this Addendum requires you to revise your proposal, you must indicate any change(s) below, identify your business name and sign where shown. Revisions shall be delivered prior to proposal opening in a sealed envelope marked with the file number, the proposal opening date and time either by mail to: Office of State Procurement, P. O. Box 94095, Baton Rouge, LA 70804-9095, or by hand delivery or courier to: Office of State Procurement, 1201 N. Third Street, Claiborne Building, Suite 2-160, Baton Rouge, LA 70802, or by fax to: (225) 342-9756. Electronic transmissions other than by fax are not being accepted at this time.

**Revisions received after proposal opening shall not be considered and you shall be held to your original proposal.**

Revision: \_\_\_\_\_

For: \_\_\_\_\_ By: \_\_\_\_\_

## **Written inquiries received and State answers**

**Question 1.** I am receiving calls from vendors bidding on your RFP. They want pricing on the special printer materials and they are calling us since we make these materials for 16 States.

The Direct Thermal material, we already have for the States that we do. What I need is the printing specifications for licenses and the printer that you are using so I can be sure that our quotes are accurate. We do not make the Louisiana POS rolls.

**Answer:** The current printers being used are the Datamax Printer Model 801, but this may be replaced depending on the awarded Contractor's solution. Proposer's are to meet or exceed the specifications identified in Part II Scope of Work/Services, Section 2.1, rr., page 36 of the RFP.

**Question 2.** If I give you my Fedex number could you send me a roll of each of the 2 materials you use? Our material complies with the specification on page 36 of the RFP. Quik Tag was developed under this protocol for ALS and Active Network. I just need a sample for the printing spec.

**Answer:** Samples are not available. Louisiana only uses one (1) type of material at this time, but this may be replaced depending on the awarded Contractor's solution. Proposer's are to meet or exceed the specifications identified in Part II Scope of Work/Services, Section 2.1, rr., page 36 of the RFP.

**Question 3.** Is LDWF hoping to have a system live by January 31, 2017, or is an extension possible with the current vendor in order to allow more time for implementation? (Page 32, Section 2.1 mentions implementation within 6 months of contract approval. Page 36 says contract will begin around February 1, 2017. So are we to assume that the system does not need to be implemented until August 2017?).

**Answer:** LDWF desires to have a new system live by January 31, 2017, but understands the timeframe, including the RFP Process, Vendor Awards, Contract Negotiations, and State Approval. LDWF is currently requesting an extension with the current Contractor. Regardless of getting that extension, it is the State's intent to require that the new system be fully operational within six (6) months after contract has been fully executed. Example - If the new Contract with the awarded Contractor is finalized and statutorily approved by the Office of State Procurement on 01/01/2017, the new Contractor will have six (6) months from that date to get the new system ready for implementation by 06/30/2017. The six (6) month delivery date does not align in any way with the termination date of the existing contract.

**Question 4.** What was the initial reason for using Verifone devices rather than a PC and internet connection? For example, do those vendor not have access to internet? Will LDWF be willing to consider a solution that does not use Verifone POS machines, but still satisfies the need for vendors to have access to the system based on their current situation?

**Answer:** Some license vendors did not have Internet access. Yes, LDWF is willing to consider a solution that does not use Verifone POS machines. This type of solution will have to meet all requirements identified in the RFP.

**Question 5.** What is the fee structure for the current vendor contract?

**Answer:** The current Contractor receives a Fee based on each Per-Privilege sold. They also receive an additional Processing fee when the customer is using the internet and phone for the sale. There was no upfront cost to the Department for Integration, Installation, and, Development. The current Contractor's inception price was .65 per privilege and the price currently is .72 per privilege. For commission information - See RFP section 1.1, page 5 and 1.34.1., page 34.

**Question 6.** Who is LDWF's current bank provider?

**Answer:** LDWF's current bank provider is JP Morgan Chase.

**Question 7.** Please confirm that the Cost Proposal shall be submitted separately (as stated on page 52) instead of as Section G in the response (as stated on page 13)

**Answer:** The Financial Proposal should be packaged and sealed separately from the Technical Proposal and should be clearly marked as "COST PROPOSAL". This is not a mandatory requirement.

**Question 8.** According to Section 2.5 on Page 46, all work must be done in the State of Louisiana. Is LDWF willing to accept an alternative, where development work may be done in a different state and scheduled on-site visits are included throughout the project? Will a proposer be penalized for development work being performed outside of Louisiana?

**Answer:** Yes, however, critical meetings and major milestones such as (Go Live, Training, Pilot, etc.) shall be on-site. See specification change in this addendum.

No, the Proposer will not be penalized for development work that is performed outside of Louisiana.

#### **Page 5: Section 1.1: Background (Questions 9-11)**

This section states that the current system supports personal computers with internet connections with participation of 800 vendors. Page 7, Section 1.1.2 Goals and Objectives, states there are approximately 950 vendors.

**Question 9.** Can the State please provide clarity as to which of these two numbers should be used as the total vendor "station" number?

**Answer:** The total vendor "station" number is approximately 950.

**Question 10.** Also, assuming that the 950 vendor number is correct, are we right to assume that 550 of these require dedicated POS devices that use standard, voice grade lines with a toll free number and dialup access to interact with the requested system?

**Answer:** Yes. Approximately 550 vendors currently use a dedicated phone line to interact with the requested system.

**Question 11.** Again, assuming that the 950 vendor “stations” is correct and considering the prior question above, should we assume that the balance of 400 remaining vendor “stations” are PC-based POS solutions that are interacting with the requested solution via vendor provided high speed internet connectivity?

**Answer:** Yes. There are approximately 400 vendor stations using WEB POS.

**Question 12. Page 7: Section 1.1.2**

For the 550 vendors utilizing a dial-up connection, would the state consider a PC/Web based solution if contractor supplies the ISP for vendors?

**Answer:** Yes. See answer to Question 4.

**Question 13. Page 12: Section 1.4**

Will a list of vendors submitting proposals be posted on the Procurement website after the September 27 opening of the RFP Responses received as part of this process?

**Answer:** No. The Office of State Procurement (OSP) will issue an acknowledgement of proposal letter for each Proposal received. This letter will list the names of the Proposers that submitted a response to the RFP.

**Page 32: Section 2.1 (Questions 14-16)**

The RFP states that the system must be operational within 6 months after contract approval. This timeframe is extremely aggressive given that projects of similar size and complexity in the industry have typically taken 12 – 18 months to successfully develop, deliver, implement, and “go live”.

**Question 14.** Would the state consider taking timeline recommendations from successful solution providers as part of the RFP Response that is based on the requirements of the system and prior successful system implementations if the timeline provided exceeds the State’s required 6 month delivery?

**Answer:** No.

**Question 15.** Is the mandatory 6 month delivery date provided by the State intended to align with the termination date of the existing contract i.e., the end of January 2017?

Assuming a bid opening of the RFP responses of September 27th and an award within 30 days, this would put the award date at the end of October. Also assuming a few weeks for contract negotiation and finalization, this puts the start date of the new contract sometime around mid-November. If the current contract end date is currently assumed to be the end of January 2017, it would appear that vendors will actually be given only 2 months to provide a new replacement solution in order to have a solution in place prior to the existing contract terminating.

**Answer:** See answer to Question 3.

**Question 16.** Is the state making provisions for the vendor to have 6 full months to develop and implement the new solution from the time the new contract is signed regardless of the termination date of the current contract or is the end of January 2017 an immovable “go live” date?

**Answer:** See answer to Question 3.

**Page 33: Section 2.1 / Paragraph M (Questions 17-18)**

**Question 17.** For bidding purposes, is the vendor only responsible for providing 550 POS solution sets i.e., the remaining 400 agent POS solutions will be vendors providing their own PC?

**Answer:** The Contractor will be responsible for providing 550 POS solutions sets and a spare pool of electronic terminals. In addition, they will be responsible for providing 400 agent POS solution printers to those licensed vendors using their own PC's. See RFP Section 2.4.2, 3<sup>rd</sup> paragraph, page 38.

**Question 18.** Will the agents who provide their own PCs to access the license sales solution, will they providing ALL their own equipment i.e., ruggedized license printers, cabling, power, etc?

**Answer:** No. The agents will only provide their own PC. The Contractor will provide the ruggedized license printers, cabling, power, etc. See RFP Section 2.4.2, page 38.

**Question 19. Page 34: Section 2.1 / Paragraph V**

This paragraph outlines a number of interfaces required ends statement with an “etc.”.

Would state please provide a comprehensive list of interfaces and requirements so vendors can fully understand scope of work

**Answer:** The agency will provide access to, and layout information for all tables/files required for the vendor application to validate required transactions. This may involve direct access to database/table/view or transmittal of delimited file with required data. Whichever method is deemed most appropriate to meet security and application requirements will be used.

The current process involves:

1. Transmittal of encrypted, delimited files containing driver license data from the Office of Motor Vehicles.
2. Transmittal of encrypted, delimited files containing all information for license or registration due for renewals.
3. Transmittal of encrypted, delimited files containing all information for denial of license or registration and the reason why.

If in the future the scheduling of hunting and boating education classes is included, the appropriate data needed for that process to be validated will be provided in the same secure manner as the current processes.

**Page 35: Section 2.1 / Paragraph cc (Questions 20 and 21)**

**Question 20.** With regard to the ACH process, is it the vendor's responsibility to create the ACH file which in turn will be provided to the state's bank to conduct the actual ACH?

**Answer:** Yes. It is the Contractor's responsibility to create the ACH file which in turn will be provided to the State's bank.

**Question 21. Page 35: Section 2.1 / Paragraph cc**

Do all fees associated with processing the ACH file (*with the exception of the vendor creating the file*) fall under the state's banking contract?

**Answer:** Yes. All fees associated with processing the ACH file fall under the State's banking contract.

**Page 36: Section 2.1 / Paragraph pp (Question 22-24)**

**Question 22.** With regards to capturing / collecting harvest information, what is the total number of harvest reports captured each year?

**Answer:** The approximate number of harvest reports for Deer and Turkey for license year 2015 was 48,400.

**Question 23.** How is the Harvest Reporting process broken down by internet vs. phone reporting?

**Answer:** Internet Harvest Reporting – Approximately 26,000 deer reported as harvested in license year 2015, via internet – A customer can login to the website using his LDWF number to report his harvest.

Phone Harvest Reporting – Approximately 26,350 deer reported as harvested in license year 2015, via phone - A customer can call a toll free number where a customer service representative can assist the customer in reporting his harvest.

**Question 24.** For reporting by phone, what call center hours are required for reporting?

**Answer:** 24 x 7 x 365, including State holidays.

**Page 36: Section 2.1 / Paragraph r (Questions 25-27)**

With regards to paper stock, the trend with a number of states is moving away from durable stock to printing on 8.5 x 11" paper to avoid the cost of expensive durable stock and specialty printers and to greatly reduce the overall cost of the licensing contract over its term.

**Question 25.** Would the state consider a proposal where a solution based on an 8.5 x 11" license product was proposed for the entirety of the contract instead of migrating to this modified solution configuration after Year 3 as specified in the RFP?

If the State requires a vendor to move license sales vendors to be completely PC-based and printing on 8.5 X 11" plain paper stock after three years of system operation,

**Answer:** No. The State will work with the selected Contractor to migrate to an 8.5 x 11 solution, but this will be phased in, and not done initially for customer satisfaction.

**Question 26.** Are vendors to assume an "end of life" of the ruggedized license printers after the initial 3 years that they are used?

**Answer:** Depending on the solution provided, the ruggedized printer may not be needed after converting to 8.5 by 11 paper. The Contractor will work with the State on this transition plan.

**Question 27.** Is it assumed that the state or the vendor will own the ruggedized license printers after the initial term of 3 years that they will be used?

**Answer:** The Contractor will purchase, supply and own the ruggedized license printers.

**Page 36: Section 2.1 / Paragraph rr (Questions 28-32)**  
Durable Stock and Specialty Printers

**Question 28.** Would the state specify the type of paper stock being currently used?

**Answer:** No. The current Contractor uses proprietary paper stock.

**Question 29.** Would the state provide the current "paper kit" configuration and the number of kits shipped annually to license vendors?

**Answer:** The State does not ship out kits. The total number of "rolls" shipped from January 2016 through August of 2016 was approximately 2,000.

**Question 30.** Is it the requirement of the vendor to provide specialty printers to all license agents, even those who provide their own PC's?

**Answer:** Yes.

**Question 31.** Who should vendors assume owns the specialty printers at the end of the initial 3 year term mandated by the state for them to be used?

**Answer:** The Contractor will purchase, supply and own the specialty printers.

**Question 32.** Should vendors assume that at the end of the initial 3 year operations period that all specialty printers in operation statewide will need to be replaced by the vendor with postscript / laser printers or will the agents be required to provide their own printers from the end of year 3 through the end of the contract?

**Answer:** Once we transition to the 8.5" X 11" paper, the License Vendors will have to supply their own printers.

**Question 33. Page 39: Section 2.4.3 / Paragraph C Training**

Would the state accept on-line help screens and on-line training guides in lieu of printed training manual?

**Answer:** LDWF will accept on-line help screens and on-line training guides in addition to printed training manuals.

**Page 40: Section 2.4 / Production Services (Question 34-36)**

**Question 34.** Would the state provide annual/monthly call volumes handled by the call center/help desk?

**Answer:** The volumes listed below are from 2015.

	<u>Calls/Mo</u>
January	9786
February	4627
March	5918
April	7162
May	8229
June	9879
July	13093
August	5812
September	10048
October	14912
November	19187
December	13961
<b>TOTAL</b>	<u><u>122614</u></u>

**Question 35.** Can we get a total number of calls per month?

**Answer:** See answer to Question 34.

**Question 36.** What is the percentage of all transactions requiring help desk and or customer support?

**Answer:** 11% of the transactions. However, the number of calls include phone sales that will be eliminated in the new system.

**Question 37. Page 46: Section 2.5 / Location**

This section states the location the work/delivery/service is to be performed, completed and managed to be located in the state of Louisiana.

Are vendors to assume that the Louisiana Dept of Wildlife and Fisheries will only award the contract for this RFP to an organization who has or will have Louisiana-based offices and employ Louisiana resident resources to perform all work required to deliver the proposed solution to the State? Would the State please clarify this requirement?

**NOTE:** With most of the industry's most experienced and historically successful delivery resources currently residing outside of the State of Louisiana, it would appear to significantly limit vendors with the best possibility of success regarding this project from even bidding the project if required to either move the vendor's current experienced resources to Louisiana or hire then train inexperienced Louisiana-based resources to perform the work.

**Answer:** No. The State will not only award to a Contractor with Louisiana-based offices. (See answer to question 8). In addition, the Contractor must meet all requirements identified in the RFP.

**Page 46: Section 2.6.2 / Technical Requirements (Questions 38-41)**

This section and others make reference to a 30 day Pilot of the system at select vendors around the State.

**Question 38.**How many agents are expected to participate in the system pilot?

**Answer:** Approximately twenty-five (25) agents/locations statewide.

**Question 39.** Of the agents participating in the Pilot program, is the State requiring a certain number of them to be PC POS agents and others to be dial up agents?

**Answer:** Yes. The State would prefer a good mix of types for quality assurance and testing.

**Question 40.** During the Pilot, will the agents participating in the pilot be selling production items or simply engaged in additional training AND only selling TEST transactions?

**Answer:** The State would prefer the agents selling production items, but will work with the awarded Contractor during system design to identify the safest and best processes for Pilot and system rollout.

**Question 41.** If the pilot locations will be selling “Production” licenses and products, how is the state expecting to handle real-time or near real-time accounting reconciliation between the two systems during this timeframe i.e., the new vendors system and the old vendor system?

**NOTE:** A number of States over the past 10 years have attempted to run an old solution platform concurrent with a new statewide system as part of a new system deployment. This has resulted in significant risk, time, and expense to an already difficult project that in hindsight (per the state) was not worth the pain and suffering when compared to the more clean single system cutover after the conclusion of comprehensive Quality Assurance and Client Acceptance processes.

**Answer:** See answer to Question 40.

**Question 42. Section – page: Part II – 2.1 b) (page 32) Topic: Primary and Secondary central database**

Would cloud hosting be an option for the implementation of the central databases?

**Answer:** The solution could be a cloud hosted option, but will need to meet all OTS Security standards along with meeting all performance and security requirements identified in RFP Section 1.59 Security, page 30.

**Question 43. Section – page: Part II – 2.1 d) (page 32) & Part IV – 4.1 (page 55) Topic: Estimated annual volume of License privileges**

The tenderer would require some clarifications regarding the estimated annual licenses privileges volumes that the proposed solution shall process.

2.1 d) states that

“The System shall adequately process approximately 2 million license privileges annually”

4.1 states that

“The system shall have the ability to support the sale of up to 2.6 million privileges per year.”

Please can LDWF confirm that the actual estimated volume of License privileges is 2.6M?

**Answer:** The estimated licenses annually are 2 million, the system however, must be able to handle an increase in volume up to 2.6 million successfully.

**Question 44. Section – page: Part II – 2.1 e) (page 33) Topic: Dedicated POS devices for 550 vendors.**

Please can LDWF provide some details regarding the type of devices and their footprint, that they are considering for the 550 vendors? E.g.: small footprint desktop devices, tablets, portable devices, ...

**Answer:** Each Proposer should identify their devices and solutions recommended for the 550 vendors.

**Question 45. Section – page: Part II – 2.1 e) (page 33) Topic: Communication line for 550 vendors.**

Please can LDWF clarify if the communication line requested must be a voice-grade phone line, or if the vendor could seek alternative options which will ensure equal or higher level of service?

**Answer:** Yes. LDWF is willing to consider a solution that does not use voice-grade phone lines. This type of solution will have to meet all requirements identified in the RFP.

**Question 46. Section – page: Part II – 2.1 f) (page 33) Topic: Enhancement to the Electronic POS system**

Please can LDWF provide some more details regarding the enhancements that are mentioned in the RFP?

The question refers particularly to 2.1 f) which states that:

“...the Electronic POS system ... shall have enough flexibility built in to its design so that, at the option of the LDWF, it could easily be enhanced to include scheduling of online and in-person courses for hunting and boating education classes”

**Answer:** LDWF desires a system that can be enhanced to include a web based scheduling system for users to schedule their hunting and boating education classes online including the retention of certification data when the class is completed.

**Question 47. Topic: Communication line for 550 vendors.**

Please can LDWF clarify if the communication line requested must be a standard telephone connection, or if the vendor could seek alternative options which will ensure equal or higher level of service?

**Answer:** LDWF is willing to consider a solution that does not use standard telephone connections. This type of solution will have to meet all requirements identified in the RFP.

**Question 48. Section – page: Part II – 2.1 v) (page 34) Topic: Interfaces to other State databases**

Please can LDWF provide details regarding the other State databases which the solution must interface with?

Are there preferred methods of integrations or existing interfaces/protocols that the proposed solution must implement/utilise?

**Answer:** See answer to Question 19. Web services and secure transfers are preferred but the State will consider other options proposed.

**Question 49. Section – page: Part II – 2.4.2 (page 38) Topic: Printers cables and supplies to vendors using a PC connection.**

Please can LDWF confirm that this refers to printing devices capable to print on the same stock material as described in Part II – 2.1 rr)

“

- Non-smearing and water resistant
- Capable of immersion in water

- UV-stabilized and able to survive a minimum of one-year in daylight
- Extremely tear and snag resistant and shall not propagate slits, cuts, holes or punctures
- Able to be signed with a ballpoint pen
- Highly resistant to human oils, animal blood, boat wax, salt spray and other chemicals
- Sized to fit easily in a wallet by folding to the size of a credit card - length to be determined by the number of licenses purchased by the customer.
- Pre-printed logo on front and text on the back."

**Answer:** Yes.

**Question 50. Section – page: Part II – 2.4.2 C) (page 39) Topic: POS Terminals**

Please can LDWF clarify the exact number of vendors which will be using a POS Terminal Set? Part II 2.1 states:

"The Contractor shall supply and maintain approximately 550 POS Terminal Sets ..."

While Part II – 2.4.4 C) states:

"The Contractor shall provide programming/software for a POS system including approximately 950 POS terminals supporting the LDWF and license vendor locations"

**Answer:** Currently LDWF has approximately 950 license vendor locations of which approximately 550 use dedicated POS terminal sets and approximately 400 use WEB POS terminals.

**Question 51. Section – page: N/A Topic: Mobile application**

Please can LDWF clarify if the Mobile application for the purchase of License privileges is a future capability or it must be included in the provision of the solution as per this RFP?

**Answer:** References to Mobile in the RFP refers to a mobile optimized website. However, Proposers can also identify other purchases of License Privilege Mobile Applications if they choose in Innovative Concepts.

**Question 52. Attachment III – Price Schedule**

Can you provide us with the current vendor's cost structure. Specifically what was their inception price and what is it today. Also please give us some insight into what they charged for Integration, Installation, and Development. What type of price – Transactional or Privilege basis?

**Answer:** The current Contractor receives a Fee based on each Per-Privilege sold. They also receive an additional Processing fee when the customer is using the internet and phone for the sale. There was no upfront cost to the Department for Integration, Installation, and, Development. The current Contractor's inception price was .65 per privilege and the price currently is .72 per privilege. For commission information – See RFP Sections 1.1, page 5 and 1.34.1, page 24.

**Question 53.** Can you let us know the relationship between total Transactions vs number of privileges.

**Answer:** One transaction could have multiple privileges. Total transactions for year 2015 is approximately 1,112,000 and the Number of privileges sold are 2,664,000.

**Question 54.** I assume we can use the existing POTS and Copper Infrastructure and layer the application on top of it.

**Answer:** Yes, if available.

**Question 55.** Can alternative WAN technologies such as DSL and Ethernet be bid in new areas not covered by dry copper.

**Answer:** Yes. LDWF is willing to consider a solution that does not use standard telephone connections in some areas. This type of solution will have to meet all requirements identified in the RFP.

**Question 56.** There is a three (3) year Transition plan specified. What month during that period must the new system be production?

**Answer:** The State will work with the awarded Contractor on a specified transition date and time.

**Question 57.** Does the transition involve replacing all of the hardware?

**Answer:** Depending on the Proposer's solution, the hardware may or may not have to be replaced.

**Question 58. Page 41: Section F.2 – Technical Help Desk**

Technical Help Desk: Given the fact that call centers answer a nearly negligible percentage of total calls for the year between 8:00 p.m. – 6:00 a.m., would the state consider modifying the required hours of operation to an expanded national business support hours schedule of **6:00 am – 8:00 pm**? Staffing a call center during typical 3rd shift timeframes results in a noticeable expense passed on from the vendor to the state client (we have to provide staff that sit idle most of this time) with very little if any noticeable financial / customer ROI or effect on annual license & permit sales.

**Answer:** No, there will be no changes to the RFP requirements.

**Question 59. Attachment 3**

Given the cost associated with a call center operation and understanding that most call center pricing models are based on a per call model, would the state consider modifying the Pricing Schedule to have call center operations as a separate line item and priced on a per call basis?

**Answer:** No, there will be no changes to the RFP requirements.

**Question 60. Part I: Admin & General Info. Pages 5-31**

In the first section of the RFP (PART I: Administrative and General Information), there is a lot of information provided that is purely informational in content i.e., Background, Purpose, Goals & Objectives, Definitions, Schedule, Response Structure, etc. However, there are also a number of items referenced in this section that require some level of formal response or acknowledgement. For instance,

Item 1.47.1: Proposer's Eligibility states the following:

"A statement of the Proposer's involvement in litigation and any suspension or debarment proceedings which could affect this work shall also be included in the Proposal. A suspension or debarment proceeding which could affect this work is any proceeding, whether pending or concluded, that involves a governmental body or governmental entity. If no such litigation, suspension or debarment exists, proposer shall so state."

Item 1.58: E-Verify requires that vendors simply provide an acknowledge and agree to comply with this specific provision.

Item 1.40: Record Retention. This item calls for the vendor to agree to the provisions of record retention but it is unclear whether this needs to be a formal response to this specific question or whether the requirement is being provided rhetorically and is something that a vendor can simply include a blanket statement for that agrees to the terms and conditions of all items in Part 1. Even if it's the latter, items like 1.47.1 listed above still appear to require a specific response or statement to that item that would need to be different than a blanket statement for the entire section.

Can LDWF provide some clarity as to where in the RFP Response that the LDWF would like the acknowledgements and statements made with regard to the items in Part 1 of the RFP that require such a response?

**Answer:** The Proposer may provide acknowledgment and statements in the Proposal Response Section 1.5 item D, Proposed Solution/Technical Response.

**Question 61. Pricing Proposal**

Will the State allow vendors to provide multiple pricing proposals based on multiple hardware and telecommunication configurations and options that would still meet the requirements of the RFP?

**Answer:** Yes, but each solution must be submitted as a separate proposal response and pricing shall be in accordance with Attachment III Price Schedule.

**Question 62. Page 6, and Page 34 Section 2.1 (t)**

t) The System shall allow LDWF to issue Lifetime Licenses by printing on plastic cards on demand and the reporting of daily transactions for Lifetime Licenses.

In addition, persons who were born before June 1st, 1940, may opt to purchase a Senior License" even though it is not required. There are several License types that require that a determination of eligibility be made by Agency staff prior to issuance. These Special licenses are issued from LDWF headquarters only and printed immediately. In the case of Lifetime Licenses, a batch file is sent back to the Agency for preparing the plastic license cards. License issuing activity is not uniform over the year; there are sharply higher peak periods, especially between June 1st and July 15th for fishing licenses, and August 15th through October 31st for hunting licenses. Peak period throughput capability is approximately 50,000 transactions per day. Most license types are available for purchase June 1st of each year through May 31st of

the following year, with an expiration date of June 30th of each year, while Charter Guide, Mother Ship and "charter" related licenses are available beginning November 15th each year through November 14th of the year following and have an expiration date of December 31st of each year.

Who supplies the printer for the plastic cards?

Is the contractor or the LDWF responsible for the maintenance, care, and media supplies of the plastic card printer?

**Answer:** LDWF is responsible for the printer, maintenance, care, and media supplies of the plastic card printers.

**Question 63. Page 7 Section 1.1.2, and Page 33, Section 2.1 (e)**

For the license vendor, (total vendors are approximately 950) the system shall be easy to use and shall provide connectivity for approximately 550 vendors with dedicated POS devices that connect to the real-time, centralized system via standard, voice-grade telephone lines dialing a toll-free number provided by the Contractor at Contractor's expense.

e) The system shall be easy to use and shall provide connectivity for approximately 550 vendors with dedicated POS devices that connect to the real-time, centralized system via standard, voice grade telephone lines dialing a toll-free number provided by the Contractor at Contractor's expense. The devices must be capable of standard POS industry transmission rates that can effectively and consistently utilize standard telephone service to transmit the required data in real time. The system shall allow license vendors to use one (1) phone line for the POS system as well as other in-store functions such as fax, credit-card machines, and/or as their primary voice line. LDWF anticipates the data communication on this equipment to be minimal, thus allowing multiple use of the telephone line; A portion of vendors (approximately 400) are able to use a PC and an Internet connection to connect to the real-time, centralized system. Vendors who use an internet based PC to connect to the host shall be required to provide their own broadband connection.

Can the system allow the 550 vendors who use the contractor provided POS device to connect via high speed as well? This would be for agents that want to supply their own broadband connectivity but still utilize the contractor provided POS.

**Answer:** Yes. This type of solution will have to meet all requirements identified in the RFP.

**Question 64. Page 32 Section 2.1**

LDWF desires to implement an affordable, user-friendly, fully hosted, COTs system for processing and managing electronic licenses and related deer/turkey tags, lottery applications, permits, and boat renewals, which will make it easy and convenient for customers and stakeholders to purchase licenses and will enable LDWF to serve these users quickly and effectively. This system must be fully operational within six (6) months after contract approval. Proposers should propose a solution that insures vendor accessibility and provides opportunities for the broadest possible participation of vendors across geographic areas and business sectors.

The LDWF is seeking to continue with an integrated, electronic, "turn-key" licensing system that ensures vendor accessibility and provides opportunities for the broadest possible participation of vendors across geographic areas and business sectors. The Contractor shall be responsible for the development of the software, deployment and installation of all hardware (except when a

license vendor who opts to use a PC will provide the PC hardware), software and necessary network components, and administration, maintenance, and support of the completed system. The system shall use technology that is real-time, shall operate 24 x 7, and shall meet or exceed the requirements in this RFP.

Does the State require the contractor to physically install every unit for the vendors or would a shipped, self-install kit, supported by the help desk work with this requirement?

**Answer:** The State does not require the Contractor to physically install every unit for the vendors. A shipped, self-installed kit supported by the help desk will be acceptable, however, positive customer service is critical to the State and this type of installation shall not reduce these services.

**Question 65. Page 36 Section 2.1 (ss)**

The Processing fee should be kept as low as possible (only adequate to cover the contractor's costs in electronically fulfilling the order) as to not make the fee a disincentive for customers to purchase their privileges via the Internet sales channels. "Processing fee" or other notation at the LDWF's discretion, shall be noted on the customer's receipt/invoice.

Can LDWF confirm the current processing fee?  
And the historical processing fee for the past 5 years?

**Answer:** The current processing fee is \$2.50 for Internet transactions. This processing fee has been the same for the last five (5) years.

**Question 66. Page 36 Section 2.2**

The term of any contract resulting from this solicitation shall begin on or about February 1, 2017 for a three (3) year period. Upon agreement of the State and the Contractor, the term of the contract may be extended for (2) two additional (3) three-year periods and (1) one additional (1) one-year period. The State shall have the right to contract for up to a total of (10) ten years with the written concurrence of the Contractor and all appropriate approvals for the same terms, conditions, and prices.

Pg. 32, section 2.1 states that a vendor shall have their system fully operational within 6 months after contract approval.

This section indicates the term of the contract starts on or about 2/1/17. What is assumed in a 2/1/17 contract start date? This would appear to conflict with allowing 6 months to implement the system.

**Answer:** See answer to Question 3.

**Question 67. Page 38 Section 2.4.2**

B. Telecommunications The Contractor shall provide all telecommunications connections (except for those license vendors who opt to utilize an internet connection who will be required to provide a PC that meets specifications outlined by the Contractor and broadband Internet connection), hardware, services, and support required to fulfill the Contract. The Contractor shall provide an effective and reliable means to support communications between all processes

and components of the licensing system. The Contractor's telecommunications system will be affected by several methods of operation, business practices, and customer behavior. Four (4) distinct front-end processes must be able to access the host system quickly and reliably: 1.) POS terminals at license vendors' locations, 2.) PC's at LDWF and license vendor locations, 3.) mobile, and 4.) Internet users. LDWF shall also have fast and easy access to the database.

Can LDWF provide additional information/clarification for mobile requirements?

**Answer:** The Contractor's system shall allow distinct front-end processes to be accessed by all types of devices. The mobile devices will be able to access a mobile optimized web site for users to purchase licenses.

**Question 68. Page 39 Section 2.4.3**

**C. Training**

The Contractor shall provide user training for license vendors, including a training manual, and for LDWF administrative personnel at various levels of operation and management, in the use of the licensing system. LDWF personnel shall be trained to use the PC subsystem and to manage and maintain the parts of the system they will be responsible for, as well as running reports and performing test procedures. License vendors and LDWF licensing staff shall be trained one-on-one via phone and/or online to use POS terminals.

Can the state clarify whether or not they want one - on - one personal training for all license vendors and LDWF licensing staff or would training materials shipped to vendors and online videos suffice?

**Answer:** See Specification change in this addendum.

**Question 69. Page 41, Section 2.4.4**

2) Technical Help Desk- the Contractor shall provide comprehensive technical help desk services to license vendors 24 X 7 X 365 including State holidays, at no additional cost.

Does the comprehensive coverage require live operator(s) at 24 X 7 X 365?

**Answer:** Yes.

**Question 70. Page 46, Section 2.4.11**

Likewise, it shall be incumbent upon the awarded Contractor, at the expiration or termination of the contract, to continue services to transition to a new system, until new services are completely operational. The Contractor acknowledges its responsibility to cooperate fully with the replacement Contractor and the State to ensure a smooth and timely transition to the replacement contractor. Such transitional period shall not extend more than ninety (90) days beyond the expiration date of the contract, or any extension thereof. The Contractor shall be reimbursed for services during the transitional period at the current contract rates.

Is the current vendor obligated to extend for 90 days past the current contract expiration date?

**Answer:** Yes.

**Question 71. Page 46, Section 2.5**

The Contractor, its Data Center and Infrastructure shall not be located outside of the United States. The location(s) the work/delivery/service is to be performed, completed and managed shall be located throughout the State of Louisiana.

The reference to the location of the work/delivery/service is interesting. Can the state define what this second sentence means?

Will the contractor be able to utilize its out of state development and engineering staff to design, develop and maintain the system?

In addition, must the help desk be located in the state of Louisiana?

**Answer:** LDWF Headquarters is located in Baton Rouge. See specification change in this addendum.

**Question 72. Page 55, Section 4.1**

Internet Response Time - After loading the initial page and filling in the required purchase information, the time to validate a purchase and display a "completion" which is an acknowledgement of success, shall be eight (8) seconds or less for 90% of the time, and within fifteen (15) seconds 100% of the time, except when the system is down or is unavailable for reasons beyond the Contractor's control.

Would the state elaborate on what is considered, "beyond the contractors control"?

**Answer:** Acts of God or force majeure.

**Question 73. Page 60, Section 11**

**11. OWNERSHIP**

All records, reports, documents, or other material related to this contract and/or obtained or prepared by Contractor in connection with the performance of the services contracted for herein shall become the property of State, and shall, upon request, be returned by Contractor to State, at Contractor's expense, at termination or expiration of this contract. All records, reports, documents and other material delivered or transmitted to Contractor by the State shall remain the property of the State, and shall be returned by Contractor to the State at Contractor's expense, at termination or expiration of this contract.

Is the software (source-code) which the contractor develops as a part of this contract considered to be "other material related to this contract and/or obtained or prepared by Contractor in connection with the performance of the services"?

**Answer:** No.

**Question 74. RFP Page 36 - Section 2.1.pp**

Is the State asking for Live Phone Harvest Reporting, IVR, or both?

**Answer:** The State is asking for Live Phone Harvest Reporting. No IVR.

**Question 75. RFP Page 34 – Section 2.1.p**

Please define a 'short duration of time'?

**Answer:** Ten (10) minutes is the current short duration of time, but will be agreed upon between the Contractor and LDWF during the Design phase. This time setting should be able to be modified.

**Question 76. RFP Page 33 – Section 2.1.m**

Does 'replaced within 48 hours' mean shipped out, up and running within 48 hours, or received by the Vendor within 48 hours?

**Answer:** It means up and running within forty-eight (48) hours.

**Question 77. Page 38 of RFP**

Is the State requesting for WebPOS vendors to utilize Plain Paper as an option, or is this a mandatory transition by the end of the third year?

**Answer:** This is a mandatory transition by the end of the third year.

**Question 78. RFP Attachment III: Price Schedule**

Is the State intending to continue using phone sales and/or IVR? If so, will this be priced under the same transaction fee?

**Answer:** The State has no intention of continuing using phone sales and/or IVR.

**Question 79. RFP Page 54**

How are points for Hudson subcontractor utilization calculated?

**Answer:** The evaluation committee will use the information provided in the Proposal Response to RFP Section 3.2.1, page 53.

**Question 80. RFP Page 7 – Section 1.1.2**

Does the State require the vendor to provide for dial-up connectivity or any connectivity? Or is this request simply for a telephone # to dial into?

**Answer:** The State does not require the awarded Contractor to provide for connectivity to the License vendor. This is simply for a Contractor to provide a telephone number to dial into. See RFP Section 1.1.2.a, page 7.

**Question 81. RFP Page 49 – Section 2.8.5**

Should pricing for innovative concepts be included within the cost proposal? Or broken out separately if additional costs apply?

**Answer:** Pricing for innovative concepts must be broken out separately.

**Question 82. RFP Page 49 – Section 2.8.5**

How/Will innovative concepts be recognized in the technical evaluation?

**Answer:** Innovative concepts will be evaluated in the Technical proposal under the Service and Support Requirements found in Section 3.2 of the RFP, page 53.

**Question 83. RFP Page 32 – Section 2.1 & Page 40 – 2.4.3**

Scope of Work/Services describes a 6-month transition plan, on page 40 there is a requirement describing a 30-day pilot prior to production go-live. Is this 30-day pilot outside the 6months transition, or is it to be within the 6-month project plan?

**Answer:** The pilot will be outside the six (6) month transition.

**Question 84. RFP Page 40 – Section 2.4.3 D. Pilots**

**Q1:** Does a period of User Acceptance Testing meet the requirement for a “Pilot”? The user acceptance testing period allows for user’s of the LDWF with varying roles to test all functions of the Licensing system.

**Answer:** No. UAT does not meet the requirements for a pilot.

**Q2:** If the answer is “no” for Q1, due to the short roll-out timeline and the detriment of running two separate systems in parallel, do you envision the “Pilot” for each sale method occurring after the Go-Live date?

**Answer:** Yes. See answer to Question 40.

**Q3:** If the answer is “yes” for Q2, can the 30 days of testing be counted cumulatively such as 6 users testing for 5 days each? If not, are you comfortable with multiple Pilots be run in parallel?

**Answer:** No. See answers to Questions 38 and 40.

**Question 85. RFP Page 37 – Section 2.4.1 E. Design Document**

Is this required as part of the RFP response or only once the bid has been awarded?

**Answer:** Contractor to provide once contract is awarded.

**Question 86. RFP Page 39 – Section 2.4.2 D. System Software**

Does “backup operations” imply that the system must be able to continue processing purchases even if connection to the central servers are not available or is this referring to standard best practices for data back-up and storage?

**Answer:** This refers to standard best practices for data back-up and storage, but the State would be interested in additional options for Continuity of Operations if the Proposers want to identify them.

**Question 87. Regarding Attachment III Price Schedule:**

We understand that scoring is based off of a total price cost. However, the split between per privilege fee and online transaction fee may be adjusted based on LDWF's needs. Is your goal to steer customers to vendor locations to build local business, or is it to drive online sales to increase revenue?

**Answer:** LDWF is interested in offering the best customer services at the most advantageous costs. LDWF prefers to give the customer both options at a reasonable cost.

**Question 88. Regarding Innovative Concepts – Commercial Fishing (page 50)**

Would these licenses be sold through LDWF locations only, or at select vendor locations?  
Can you please provide the total number of commercial fishing licenses sold last year?  
Can you please provide the total number of commercial fishing renewals sold last year?  
Are you looking to include just renewals, or the full process of online registration? (It appears as though users are only able to renew their commercial fishing license online at this time.)  
What are the concerns that LDWF is looking to solve/simplify?

**Answer:** It would be LDWF locations only. LDWF currently sends out approximately 70,000 commercial renewals each year with 67,000 licenses being issued. LDWF is initially looking at renewals only, but in the future would be interested in full sale of commercial licensing. Upgrading manual and antiquated processes that LDWF is currently using are concerns that LDWF is looking to solve/simplify.

**Question 89. Regarding Innovative Concepts – Boat Registrations (page 50)**

Would these licenses be sold through LDWF locations only, or at select vendor locations?  
Can you please provide the total number of boat registrations completed last year?  
Can you please provide the total number of boat renewals completed last year?  
Are you looking to include just renewals, or the full process of online registration? (It appears as though users are only able to renew their boat registration online at this time.)  
What are the concerns that LDWF is looking to solve/simplify?

**Answer:** It would be LDWF locations only. Approximately 192,000 boat registrations were completed. Approximately 108,000 boat renewals were completed. LDWF is initially looking at renewals only, but in the future would be interested in processing new applications at LDWF locations. Upgrading manual and antiquated processes that LDWF is currently using are concerns that LDWF is looking to solve/simplify.

**Question 90. Regarding Innovative Concepts – Offshore Landing Permit (page 50)**

Please confirm that the business and functional requirements that you are looking to integrate into the system are located at the following url: <https://rolp.wlf.la.gov/>

**Answer:** This is the current site that offers the free Offshore Landing permits, but this entire process would be developed with the Contractor during system design phase.

**Question 91. Regarding Innovative Concepts – Check In/Out Mobile App (page 50)**

Would LDWF consider implementing this approach through a mobile web page rather than a downloaded app, to decrease the barrier of entry for customers?

**Answer:** No. This needs to be a downloaded app, because of the location being non communication enabled (Wildlife Management Areas).

**Question 92. Regarding Part II Evaluation (Page 52),**

Is LDWF willing to consider awarding the full 50 points to vendors who properly utilize Hudson Initiative subconsultants, rather than the full 50 to just Hudson Initiative primes? With 50 points representing 10% of the evaluation criteria, this large variable puts LDWF at risk for awarding the contract to a less-experienced proposer as a result of getting the full point value for this category.

**Answer:** No, the points will be allocated in accordance with the criteria in Section 3.2.1 on page 53 of the RFP.

**Question 93. Section 1.34.1 “Additional Fees”**

Indicates that for internet sales a processing fee shall be a “flat fee”.

Would the State consider a credit card fee that was a percentage of the entire transaction? This would be consistent with other types of transactions that occur online such as orders with Amazon.

**Answer:** No, there will be no changes to the RFP requirements.

**Question 94. Section 2.1 Scope of services**

Indicates it includes “boat renewals”. It is noted as a potential subsequent project in Section 2.6.5.

Are boat renewals within the scope of this RFP?

**Answer:** Yes, boat renewals are within the scope of the RFP. See RFP Part II Scope of Work/Services, Section 2.1, page 32, first paragraph.  
RFP Section 2.6.5 Innovative Concepts - is future capabilities for the entire boat and motor title registration process including boat renewals.

**Question 95. Section 2.4.2B**

Is “mobile” intended to be a responsive designed app or a native app?

**Answer:** In reference to Telecommunications, mobile should work on both responsive designed apps and native apps.

**Question 96. Section 2.4.2A**

Can the State provide any additional information regarding the type of data, format, and accessibility to the data that needs to be converted from the legacy system?

**Answer:** The current Contractor has the data loaded in two (2) locations, one (1) is the production Oracle relational database located at the Contractor location, and the other is a replicated SQL Database located at LDWF. The Databases were developed, normalized using industry standards and best practices. The Contractor will work with the State to migrate the legacy data from the existing system to the new system.

**Question 97. Section 2.4.6**

Is the 40 hours cumulative or is this a requirement for any single project?

**Answer:** Any single project.

**Question 98. Section 2.4.5 Reliability and Availability.**

Will the State accept proposals providing industry standard recommendations and determine SLA during contract finalization?

**Answer:** Yes.

**Question 99.**

Are there metrics available for help desk calls? Call volume, types of calls, etc.?

**Answer:** See answer to Question 34. Types of calls are vendor and LDWF assistance calls, customer phone sales, and Harvest reporting for Deer and Turkeys.

**Question 100.**

Does the State currently pay for help desk services through current vendor? If so, what is that rate?

**Answer:** Currently the State does not pay a separate cost for help desk services. It is included in the per-privilege rate.